

STATE CIO TOP 10 PRIORITIES

2022 Strategies, Policy Issues and Management Processes



1

Cybersecurity and Risk Management: governance; budget and resource requirements; security frameworks; data protection; training and awareness; insider threats; third party risk



2

Digital Government / Digital Services: framework for digital services; portal; improving and digitizing citizen experience; accessibility; identity management; digital assistants; privacy



3

Broadband / Wireless Connectivity: strengthening statewide connectivity; implementing rural broadband expansion; 5G deployment



4

Cloud Services: cloud strategy; selection of service and deployment models; scalable and elastic services; governance; service management; security; privacy; procurement



5

Legacy Modernization: enhancing, renovating, replacing, legacy platforms and applications; business process improvement



6

Identity and Access Management: supporting citizen digital services; workforce access; access control; authentication; credentialing; digital standards



7

Workforce: preparing for the future workforce and reimagining the government workforce; transformation of knowledge, skills and experience; more defined roles for IT asset management, business relationship management skills, service integration



8

Enterprise Architecture: governance; formulating, refining or implementing an EA strategy; business architecture; business process modeling; statewide EA program management; federal reference models; whole-government enterprise architecture



9

Data and Information Management: data governance; data architecture; master data management; open data; sustained access to government data; data portals; enhancing the role of data; information & intelligence, knowledge management; data integration; data management strategy; roles and responsibilities; dataops



10

Consolidation/Optimization: centralizing; consolidating services; operations; resources; infrastructure; data centers; communications and marketing “enterprise” thinking

STATE CIO TOP 10 PRIORITIES

2022 Technologies, Applications and Tools



1 Cloud Solutions: software-as-a-service



2 Identity and Access Management: identity proofing



3 Legacy Application Modernization/Renovation



“X” as a Service: software-as-a-service; infrastructure-as-a-service; platform-as-a-service



5 Artificial Intelligence / Robotic Process Automation: chatbots; voicebots; virtual assistants



6 Security Enhancement Tools: CDM; advanced analytics; digital forensics



7 Data Analytics: business intelligence and business analytics; applications; big data



8 Data Management: master person index / master data management; information exchanges



9 Low Code / No Code Software Development



10 Enterprise Resource Planning (ERP)



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